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2007-193 C

June 27, 2011

Ms. Jocelyn Boyd, Chief Clerk/Administrator  
SC Public Service Commission  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210

**RE: Annual Report of Eligible Telecommunications Carriers**

Dear Ms. Boyd:

In accordance with Commission Regulations 103-690.1(B) and as modified by PSC Order No. 2007-657, FTC Communications, LLC, dba FTC Wireless, files the attached declarations and responses with the South Carolina Public Service Commission as required by June 30, 2011. Due to the sensitive nature of some of the information provided in the report, such information is marked as confidential and provided under separate seal. I request the Commission to treat the sealed information confidentially as such information may be used by competitors to their advantage in targeting marketing areas specifically identified in our business plan. A copy of this report has been filed under separate cover with the South Carolina Office of Regulatory Staff, as required under 103-690.1B.(a).

Sincerely,

A handwritten signature in cursive script that reads "Mayme T. Carsten".

Mayme T. Carsten  
Revenue Assurance Manager

Enclosure

CC: Mr. Dukes Scott, Executive Director – SC ORS

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Year Ending December 31, 2010

In accordance with Docket No. 2006-37-C, Order No. 2007-657 which proposed certain modifications to SC Regulation 103-690.1(B), which more specifically detailed annual reporting requirements of common carriers designated under 47 U.S.C. 214(e)(2) as an eligible telecommunications carrier after January 1, 2007, FTC Communications submits the following declarations to the South Carolina Public Service Commission in response to the ten (10) requirements under the proposed modifications. The presentation format following is in the form of listing each requirement separately, in bold print, followed by FTC Communications' response in normal print:

- (1) a progress report on its two-year service quality improvement plan, including maps detailing its progress toward meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve signal quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled. The information shall be submitted at the wire center level. Additionally, an updated forward-looking two-year plan shall be filed annually;**

The attached 2010 USAC Disbursement Summary (Confidential Exhibit 1) represents funding FTCC received in 2010. USF receipts have been utilized to support the completion of the capital projects of FTCC as indicated in the attached (Confidential Exhibit 2), as well as to cover operational expenses required by the associated towers. Such operational expenses include landline facility infrastructure to connect these towers to the serving wireless switch and local access lines, contract maintenance expenses, monthly switching costs and RTU (right to use fees), partnership allocated expenses, and back office support. These expenses average out to over \$190,000 per cell site. An updated forward-looking two-year plan is also attached (Confidential Exhibit 3), as well as a network map (Confidential Exhibit 4). Project completions and new two-year projections are reported by fiscal year in order to comply with FTCC's fiscal year budgets.

- (2) detailed information on any outage, as defined in 47C.F.R.~4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect (a) at least ten percent of the end users served in a designated service area; or (b) a 911 special facility, as defined in 47 C.F.R. ~4.5(e). Specifically, the eligible telecommunications carrier's annual report must include information detailing: (a) the date and time of onset of the outage; (b) a brief description of the outage and its resolution; (c) the particular services**

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**affected by the outage; (e) steps taken to prevent a similar situation in the future; and (f) the number of customers affected;**

FTCC is proud to respond that it has experienced no such outages of the magnitude required for this reporting for the year ending December 31, 2010.

- (3) the number of requests for service from potential customers within the eligible telecommunications carriers' service areas that were unfulfilled during the past year. The carrier shall also detail how it attempted to provide service to those potential customers;**

As a wireless service provider, FTCC normally fulfills all service requests that have met the required credit criteria prior to the customer leaving the point of sale. Even customers that are credit challenged are given the option of security deposits or prepaid wireless services. As of December 31, 2010, FTCC reports no unfulfilled service requests to customers meeting its credit criteria.

- (4) the number of complaints or trouble reports per 1000 handsets or access lines;**

FTCC reports a total of 3,164 trouble reports were received during the year ending December 31, 2010. This equates to a monthly average of 11.2 troubles per 1000 handsets based upon a total of 23,608 handsets.

- (5) certification that it is complying with applicable service quality standards and consumer protection rules, as designated by the Commission;**

As testified in its ETC application proceeding, FTCC maintains regional offices throughout its rural South Carolina service area to facilitate the provision of service to the public, and its technical personnel are available to deal with emergency situations seven days a week, twenty-four hours a day and that it has adopted the Cellular Telecommunications and Internet Association's (CTIA) Consumer Code for Wireless Service (Hearing Tr. p. 19). As a condition of the new requirements under the proposed changes to Regulation 103-690.1, FTCC further certifies that it is complying with the Cellular Telecommunications and Internet Consumer Code for Wireless Service as of May 18, 2008.

- (6) a detailed report and certification that the carrier is able to function in emergency situations;**

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In the ETC proceedings, FTCC explained how it has prepared for emergencies with battery backup or permanent generators at all of its cell sites. Additionally, FTCC has a cellular on wheels (COW), which is a portable cell site that can be temporarily deployed to locations where emergency conditions have disrupted service or where a site experiences a spike in traffic (Hearing Tr. p. 19). As noted in the chart of projects completed in FTCC's 2009-2010 fiscal year (Exhibit 2), each newly constructed site includes the installation of a permanent generator to retain power in emergency situations when commercial power is out. FTCC certifies it is able to function in emergency situations through use of these emergency procedures.

- (7) for non-incumbent local exchange carriers certification that the carrier is offering a local usage plan comparable to that offered by the incumbent LEC in the relevant service areas;**

Not only does FTCC have available a wireless local calling plan with comparable rates and calling areas to that offered by the incumbent LEC (FTC), but FTCC also allows its customers on all other wireless plans to dial all FTC and FTC affiliate customers within the entire service area without use of allotted wireless minutes.

- (8) certification that the carrier acknowledges that the Federal Communications Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area;**

FTCC also addressed this issue in its ETC application proceeding in stating that it is committed to the final additional FCC requirement to provide equal access to long distance carriers in the event that no other ETC is providing equal access within the service area (Hearing Tr. p. 20-21). As a requirement of this annual filing, FTCC once again certifies that it acknowledges its commitment to this very important requirement.

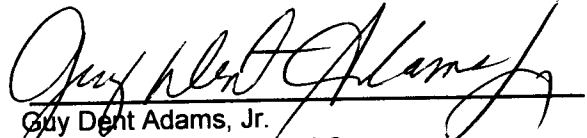
- (9) the number of Lifeline customers and the number of customers that received Link Up assistance as of Dec 31<sup>st</sup> of the prior year; and**

As of December 31, 2010, FTCC has eleven wireless customers receiving Lifeline Assistance, and one wireless customer received Link Up Assistance in August 2010.

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**(10) copies of responses to the Lifeline Verification Survey or Certification filed with the Universal Service Administrative Company on August 31 of each year.**

In May 2010, FTCC submitted the existing Lifeline Assistance customers to the SC Office of Regulatory Staff for annual verification. No exceptions were found. FTCC filed the required annual Lifeline Certification with the Universal Service Administrative Company prior to the August 31, 2010, required filing date. See attached Exhibit 5.



Guy Dent Adams, Jr.  
FTC Communications, LLC  
Chief Operating Officer